

WORK PLAN

FROM: 07/01/05 - 06/30/06

INFORMATION AND REFERRAL

CONTRACTOR NAME: Council of Community Services

Goal #1: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES: Collect, maintain and disseminate resource data
Objective #1: To provide comprehensive information and referral services
Desired Results: The I&R database will contain accurate, legitimate, up-to-date and comprehensive human services information

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #2: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES: Provide citizen access to information about resources throughout the Commonwealth
Objective #2: To increase access to information on services through the use of technology for the residents of the Commonwealth
Desired Results: The number of visits on the Statewide web site and the customer call rate of the Statewide Human Services Information and Referral System in Virginia will increase

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #3: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: Assist in planning functions by providing selected data to the Virginia Department of Social Services on a regular basis
Objective #1: Provide data for the Commonwealth as requested by the Virginia Department of Social Services to identify trends in customer needs
Desired Results: Decision-makers will have a better understanding of the needs of the clients and the clients will have an advocate for their needs in the Commonwealth

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #4: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS: Provide data to public and private agencies other than the Virginia Department of Social Services on a contractual basis
Objective #1: Provide data for the Commonwealth as requested by public and private agencies to identify trends in customer needs
Desired Results: Increased utilization of the Statewide I&R System by other State Departments under fee for service contracts

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #5: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDERS DUTIES: Cooperate with the state administering agency
Objective #1: To strengthen the Statewide Human Services Information and Referral System
Desired Results: The Statewide Human Service Information and Referral System will function as a single seamless statewide system

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #6: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: Seek funds from available sources
Objective #1: Diversify funding sources in cooperation with the Virginia Department of Social Services for a stronger Statewide Human Services Information and Referral System
Desired Results: An incremental increase in revenue from sources other than the contract with the Virginia Department of Social Services

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #7: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: Maintain effective relationships between the system, state, local agencies and public and private organizations
Objective #1: To position the Information and Referral System as part of an improved structure to deliver human services
Desired Results: Expanded role of information and referral providers in delivering human services effectively and efficiently

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date

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Goal #8: CODE OF VIRGINIA § 63.2-227 REGIONAL PROVIDER DUTIES: When feasible and appropriate and within the limits of available funds, establish satellite offices or develop cooperative agreements with local information and referral groups and resource and referral groups that can assist the regional providers in performing their duties and responsibilities

Objective #1: To increase access to information on services for the residents of the Commonwealth through the use of technology

Desired Results: Through the use of technology and cooperative relationships, residents will have increased access to I&R services

Strategies (Methods) and Activities (Action Steps)	Staff Responsible	Evaluation Measures	Begin Date	End Date